



## *HEALTH FACILITIES PROGRAM (HFP) COMPLAINT PROCESS*

### ***Step 1: Contact the Complaint Hotline***

Abuse and Neglect Hotlines  
Nursing Homes, Hospital, Ambulatory Surgery Centers,  
Home Health Agency, etc.  
“Abuse, Neglect, and Exploitation Complaint Hotline”  
Kansas Department for Aging and Disability Services (KDADS)/  
Kansas Department of Health and Environment (KDHE)  
**1-800-842-0078**

Hours of Operations  
8:00-12:00 and 1:00-4:00  
Monday thru Friday

**\*Contact law enforcement** also in the event of a suspected or actual crime to protect your patients, clients, caregivers, agency, and/ or staff when issues arise. Issues can range from any crime to include potential or suspected theft, drug diversion, assault and battery, et al.

Law enforcement has the ability to investigate and determine if charges are appropriate.

If you suspect abuse or neglect of a child/ adult person, you should call:

•Domestic/community abuse:  
Kansas Department for Children and Families (DCF)  
Adult Protective Services/ Child Protective Services  
**1-800-922-5330**

### ***Step 2: Complete the Facility Form and submit it to KDHE.***

This provides the additional information and details needed to research your concerns and complaints.